



IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner
CHAIR

Kathleen Kohorst
Kelly Dolan Lange

Timothy L. Lapointe
Robert F. Holz

Mary Mosiman
Robert von Wolfradt

Ric Lombard, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

Iowa Telecommunications & Technology Commission

Grimes State Office Building, 1st Floor

400 E. 14th Street, Des Moines, IA 50319

September 21, 2017 Minutes

FINAL

To ensure the most efficient use of State resources, the September 21, 2017 ITTC meeting was held via telephonic conference pursuant to Iowa Code section 21.8. A telephonic conference also ensured more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance via Phone Bridge.

- **Roll Call:**

- **Commissioners Present:**

Richard Bruner, Chair (on-site)
Kelly Dolan Lange, Member (on-site)
Kathleen Kohorst, Member (on-site)
Bob Holz, Member (on-site)
Timothy Lapointe, Member (on-site)
Mary Mosiman, Ex-Officio (on-site)
Robert von Wolfradt, Ex-Officio (phone)

Iowa Communications Network Staff Present:

Phil Groner, Chief Operating Officer, Acting Executive Director
Deb Evans, Agency Division Administrator
Randy Goddard, Business Services Officer
Scott Pappan, Carrier Services Officer
Mike Cruise, Finance Services Officer
Dave Marley, Field Services Officer
Ryan Muhall, Security Services Officer, Jekard Operations Officer
Jessica Jensen, Executive Administrator
Lori Larsen, Communications Lead
TJ Boulet, Legislative Liaison

- **Guests:**

Sean Cory, Century Link
Caitlin Jarzen, Iowa Communications Alliance (ICA)
David Faith, Attorney General's Office
Jeff Peterzalek Attorney General's Office

- **Call to Order:**

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- Chair Bruner called the meeting to order at 10:30 a.m. It was noted that a quorum of members was present for the meeting.

- **Approval of August 17, 2017 Meeting Minutes:**

- Chair Bruner requested a motion to approve the August 17, 2017 meeting minutes. The motion was passed unanimously.

Commissioner Kohorst – Yes
Commissioner Lange – Yes
Commissioner Lapointe – Yes
Commissioner Holz – Yes
Commissioner Bruner – Yes

- **New Business:**

- **Director Lombard Status – Phil Groner**

Director Lombard has had some small improvements, and has been transported to a rehabilitation center; beyond that there have been no additional reports.

- **2018 Commission Schedule Approval – Jessica Jensen**

The proposed 2018 ITTC regular meetings are scheduled for the third Thursday of every month at 10:30 am. Every other month is intended to be an in-person meeting. The alternating months will be a video or conference call meeting using a video platform.

- Commissioner Kohorst moved to approve the 2018 Commission Meeting Schedule presented on the third Thursday of each month. Commissioner Lange seconded the motion. The motion passed unanimously.

Commissioner Kohorst – Yes
Commissioner Lange – Yes
Commissioner Lapointe – Yes
Commissioner Holz - Yes
Commissioner Bruner - Yes

- **Agency Division Updates – Deb Evans**

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- After responding to a 911 Request for Proposal (RFP) issued by Homeland Security and Emergency Management Department (HSEMD) ICN was asked to provide information associated with our proposal. ICN provided information covering the following areas: Network Overview, Network Monitoring, Fiscal and Virtual Network Implementation plans. ICN is waiting on the completion of the selection process.

COMMENTS:

Chair Bruner: Is there a timeline regarding the decision?

Deb Evans: No, a timeline was not given, however; the selection will need to be made prior to the Legislative session beginning.

- For several months Finance and Business Services divisions have been working on the transition of the Iowa Rural Health Telecommunications Program (IRHTP) billing and Universal Service Administrative Company (USAC) functions to the Iowa Hospital Association (IHA). That took nearly a year and is now complete and Finance is answering questions that IHA may have. That billing will now be transitioned to the hospitals.
- In October ICN will have an RFP for all of our Ethernet services.
- After working through a couple of items to complete, Finance Services is getting closer to signing the contract for the new financial system.
- ICN's newest product BoronDDoS has been approved and is ready for Business Services to begin selling.
- Fiscal Year (FY) closed and is final this week. FY 2017 results will be presented at the October ITTC Meeting.
- There are several people embedded from our partner Fiber Network Services (FNS) to assist the ICN in providing better service to our customers.
- Beginning October 2, Century Link will be providing a staff member to the ICN organization to assist with future special projects. The new staff member will be located in the Business Service division.
- Since it is audit season it is a good time to address necessary changes in process to improve our check and balances.

COMMENTS:

Chair Bruner: Will you be discussing any processes today?

Deb Evans: No. Several things will be discussed next month, one being the procurement area and checks and balances within the organization.

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Chair Bruner: That is a great idea. Next month we may be looking at the actual policies.

- **Financial Report – Mike Cruise**

The August Budget-to-Actual Report Lead Schedule for 2017 was presented. The monthly Operating Margin for August contributed to a negative cash flow for the month. Year-to-date Operating Margin is (-\$394,957.73) with a negative margin percentage of (-15.49%). Year-to-Date totals for the month ending in August with overall cash from Operations (-\$243,647.95) with an overall margin percentage (-4.76%). The comparative from FY 2017 August figures show that Finance is down (-\$200,000) in margin from last year. The decrease in revenue is due to changing internet rates for the education sector, those rates were prorated back to the beginning of July which accounted for the \$200,000 decrease.

COMMENTS:

Commissioner Kohorst: Since Finance has decreased rates what is the plan to raise the revenue that was lost with the decrease in education rates?

Mike Cruise: By selling other services and providing value added services to our ethernet and internet customers.

Randy Goddard: One of ICN's largest customers, the Area Education Agencies (AEA), has a previous Revenue Neutral Contract which increases the bandwidth pipe. Regardless if they require 3Gb some of them were up to 4Gb and 5Gb knowing that they would not require that much bandwidth. ICN did the following: Made an adjustment for the internet price to remain competitive with the market and maintain margin while allowing the customer to adjust the required bandwidth. ICN lowered the cost while the customer dropped the bandwidth. The AEA's, K-12's, and libraries are big partners that the ICN depends on. At the same time, there has been a change in the market as many of the K-12's are moving away from the going through the AEA's, and now going to ICN directly.

Chair Bruner: I believe that internet revenue in August is slower until school begins. The AEA's may find that their bandwidth needs are greater than expected.

Scott Pappan: This is also the time of year when ICN does billing for the maintenance expense for the year.

Chair Bruner: Yes, the maintenance expense is only once a year.

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- **BoronDDoS Launch – Randy Goddard**

On September 1, 2017 ICN launched a new product, BoronDDoS as a premier Attack Mitigation Service. BoronDDoS delivers a strong layered defense against Distributed Denial of Service (DDoS) attacks for Iowa's Public Safety, Healthcare, Education, and Government users who receive their internet services from the ICN.

The BoronDDoS solution provides a layered defense approach for protection with two service options available: Battalion Level (Gold) will include Automatic Detection and Mitigation Plan. The customers who subscribe to that service will not notice an attack to their system.

The Platoon Level (Silver) is a Monitor and Detection Plan. Once ICN detects the attack the customer is alerted and asked if ICN should mitigate.

Prior to being released ICN performed the Development, Testing, Acceptance, and Production (DTAP) process.

- The Development included a business case that defines service, service levels, pricing, process, service level agreements, naming the product, as well as creation of marketing, and training for staff; which was included in that development phase.
- In testing, a document was prepared by the Production and Development manager which lead to acceptance. Those responsible for maintaining the service in the future reviewed the document and tested an attack against it confirming that the processes are in place for mitigation. Once that test is completed successfully, the Carrier Services Officer signs off on that document.
- The next step is Production; all the collected information is presented to the Executive Team and is approved upon their satisfaction to become a product. Once a product, an internal announcement to staff is made, making everyone aware of the new product that will be released to ICN's customers. Through ICN's Website, the Insider, as well as a press release, a notification is made to our customers regarding the new service. Outreach is also discussed as to how to reach out to our customers. ICN's Account Consultants will meet with customers and provide one-on-one consultation. The last step in outreach is ICN's involvement in several conferences: Education, Government, and Healthcare. ICN has booths at these conferences and our new products are presented. The DTAP process is an important step in making sure that all of the bureau officers are involved in the approval process and their feedback is heard.

COMMENTS:



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Chair Bruner: That is a very disciplined approach. Does the new service qualify for E-rate?

Randy Goddard: BoronDDoS does not qualify for E-rate because it is an additional service. USAC requires "value added" services be listed separately from eligible services.

Chair Bruner: Are there competitors in the marketplace?

Randy Goddard: Yes, there are competitors in the marketplace. Our Security Officer, Ryan Mulhall did comparisons.

Chair Bruner: So the service has been priced to the market?

Ryan Mulhall: The ICN is very competitive.

Chair Bruner: Great.

Commissioner Lapointe: Is this a layered marketing approach that the customer has options for higher levels of security?

Randy Goddard: Absolutely.

Commissioner Lapointe: Is there a mandatory floor or level of security that is a minimum that everyone has to have?

Randy Goddard: Those eligible for E- Rate to have filtering in place due to the content students are able to access. Also within government there are certain levels of security put in place.

Commissioner Lapointe: What is the risk to the network should they opt out of the security measures?

Scott Pappan: ICN's processes are built around the best practices of Microsoft. ICN sees every Internet Protocol (IP) address in the State of Iowa and ICN sees an attack against the network so we see everything that happens. Should the customer choose to opt out ICN has authority to black hole that traffic to protect the integrity of the network.

Commissioner Lapointe: This service is over and above the individual customer.

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Scott Pappan: ICN can watch every IP address so we can track every day, every single minute.

Chair Bruner: At the last ITTC Commission Meeting we learned that there were over 27,000 IP addresses the ICN monitors.

Scott Pappan: Actually, there were over 27,000 DDoS attacks since February. Over the last 6 months the ICN has done a Proof of Concept. We have customers using the service and now we are selling the product to those who used the product on a regular bases.

Commissioner Lang: You mentioned the two categories of the DDoS Mitigation Service.

Randy Goddard: Yes, the Battalion Level (Gold) is the full time monitoring and mitigation plan and the Platoon Level (Silver) is monitoring and detection plan.

Commissioner Lange: If a customer purchases the Silver plan and an issue arises and the customer requests assistance from the ICN, will the customer be charged for the mitigation service?

Randy Goddard: Yes, it is an additional cost to perform the mitigation.

- **ACTION: Video Rates – Randy Goddard**

The Moving Picture Experts Group (MPEG) Video Rates will be sunseting June 30, 2018.

Based on the expenses to provide the ICN's IP Video Service, along with estimated customer subscriptions and sales and comparable managed video service rates, it is ICN's recommendation for the FY 19 Video Rates subscription rate to remain the same as FY 18 at \$116.25 per month. That is an unlimited use subscription.

COMMENTS:

Chair Bruner: Are our rates competitive?

Randy Goddard: Yes, we are competitive. For the large users like the Community Colleges it will be a benefit for them having unlimited use since they are using thousands of hours.

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- Commissioner Holz moved to approve the IP Video Rates for FY19 of \$116.25 per month. Commissioner Kohorst seconded the motion. The Motion passed unanimously.

Commissioner Kohorst – Yes
Commissioner Lange – Yes
Commissioner Holz – Yes
Commissioner Lapointe – Yes
Commissioner Bruner - Yes

- **Carrier Division Update – Scott Pappan**

Production and Development: The Focus and Goal of Carrier Services is to Protect, Secure, and Support the development of new strategic products and services, while maintaining Network integrity.

The top strategic products and services are our Power Upgrade, Core Upgrade, Data Center, Colocation Services, and Video Services. Meanwhile the Development, Production, Technical Assistance Center (TAC), and Outside Plant within Carrier Services will continue to support the development and growth of Jekard and ICN's new financial platform.

The Power Audit rough draft was delivered to the ICN on Friday, September 15. The Power Audit is being completed by Olsson Engineering. FNS and ICN's Operations team reviewed the document and an update is to follow on October 22. The purpose of the audit is to help the ICN quantify the cost associated with upgrading our power and Heating, Ventilation, and Air Conditioning (HVAC) infrastructure.

Goal: By securing a scalable and solid foundation, it gives the ICN the ability to move forward and develop strategic products and services which guarantees success for ICN in the future.

The Core is moving forward where our power requirements allow. All future build outs will follow behind locations that have been addressed within the power audit. The power will drive the core upgrades.

Staffing: With Carrier Services, Operation, TAC, and Outside Plant are operating at full capacity. Approximately 33% of the projects that are a Work In Progress were completed over the last 2 months.

The area that is being addressed is engineering, as Engineering is down four people. Two are out on military leave. Two additional engineering positions in the short term are being addressed by issuing an Invitation to Bid (ITB) for two positions.

One of ICN's employees and his family experienced Hurricane Irma. They went without power and electricity for 3 days; happy to report that he and his family are safe.

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As an organization, Carrier Services is doing well, with all of the changes the past few months we are able to come together and focus and stay on task and we are performing exceptionally at high a level.

COMMENTS:

Chair Bruner: It sounds like you have done it without some key personnel.

Scott Pappan: Yes we have, however; I am very excited to have our 2 engineers back.

Chair Bruner: Thank you Scott. It sounds like we are on task regarding the timeline.

- **Jekard Update – Ryan Mulhall**

There are 3 main tracks of work that are coming to a close for this quarter and is on track by mid-October. The Customer Portal, Standing Up Incident and Change Request within Service Now in the Lab, to tie Service Now and Cisco within ICN's lab environment. Aeritae and the Away Team have had a lot of activity across these three tracks in the last month and it looks like these engagements will come in under budget this quarter. A few important dates for next quarter are the Customer Portal going live on November 1. This service allows ICN's customers to log into their portal and order any new services. That will begin at the start of the E-Rate season. ICN moved the Go Live for Service Now within the organization up to January 1, 2018. This allows ICN to be removed from the Legacy unsupported Service Desk platform that is currently used for ticketing and other work flows in our request for service platform. This will give the ICN more capabilities with knowledge management for both the organization as well as the customers and project management capabilities. This is going to be a big change as to how the ICN operates and ICN will have the opportunity to realize the benefits of work flow and organization orchestration much sooner than originally anticipated.

COMMENTS:

Chair Bruner: This is great news Ryan. Just so we can understand, on November 1 our customers will be able to place orders through the Portal?

Ryan Mulhall: Yes, that is correct.

Chair Bruner: When will they be able to do trouble tickets?

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Ryan Mulhall: That will begin on January 1, 2018.

Chair Bruner: That is a big deal. When customers can go directly through a portal and order a circuit or should there be a problem, it will all go through an automated process. Your team has done a great job. Is Aeritae moving this forward?

Ryan Mulhall: Yes, Aeritae is driving the work along with the Jekard Away Team. They are reaching into the other parts of the organization as needed.

Chair Bruner: It appears as though things are progressing quicker than anticipated.

Ryan Mulhall: Yes, it is.

- **Attorney General Changes – Phil Groner**

ICN's Attorney General Representative David Faith will be leaving to join the Army Reserves. David will be attending Officer and Judge Advocate General's training (JAG) and is expected to be gone from October 4, 2017 through the middle of February 2018. During the interim period Jeff Peterzalek will be filling in.

- **Other Business**

- **Statewide Youth Broadband Advisory Council – Phil Groner**

This year's kick off meeting for the Statewide Youth Broadband Advisory Council (SYBAC) took place on Tuesday, September 12. Fifteen members will be participating monthly by video. This year marks the most members involved on the council as well as the youngest group as there are 6 sophomores on the council. In February the students will participate in the SYBAC legislative day in which the council will be invited to Des Moines and meet the ICN staff and legislators at the Capitol. In prior years the students had the opportunity to meet with the Lt. Governor as well. During this month's meeting Equifax was discussed and it was interesting how this generation believes that cyber breaches, identity theft, and personal identification theft is not something out of the ordinary, just something that they have grown up with and have to live with.

COMMENTS:

Chair Bruner: I believe this is our third year?

Phil Groner: Yes, it is

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Chair Bruner: I was very impressed as to how the State of Iowa is represented. There is also a press release that is in the paper of the community that the student is from. The ICN also receives some additional publicity as a result of the press release. The ICN also receives great feedback. These kids are quite smart.

Commissioner Lapointe: I have received positive feedback from my nephew who is on the council. He enjoys it and this is his second year on the council. He is thinking about a career in Cyber Security.

Chair Bruner: It is an excellent program and well publicized and I believe a lot of good discussions take place with the kids.

- **Fire Department Recognition – Jessica Jensen**

On Thursday, August 31, 2017, the Des Moines Fire Department (DMFD) recognized the ICN and the Department of Public Safety (DPS) employees who assisted in their life-saving efforts when Executive Director Ric Lumbard experienced a medical emergency. Chief John TeKippe presented each person involved a Certificate of Appreciation. Those who received a certificate were: Trooper Melissa Snell, Trooper Ruth Eyman, Dave Marley, Darcy Pech, Joe Tjaden, Jessica Jensen, Stephen Rodriguez, Mark Conzett, and Karen Alessio. The Fire Department felt it was important to recognize those who assisted with the emergency due to the positive outcome.

COMMENTS:

Chair Bruner: The recognition was a very nice event and Fire Chief TeKippe did a very nice job. The Fire Department encourages recognition events such as this, since the survival rates are not high in those situations. The fact that people were right there to provide immediate assistance provided a positive outcome. Chief TeKippe stressed the importance of having people around you that has CPR training.

Commissioner Kohorst: Chief TeKippe outlined the steps should someone suffer a cardiac arrest. Those who assisted with the emergency did everything correct; it was pretty impressive.

- **New Products – Randy Goddard**

On Wednesday, September 13, ICN launched a new service suite, Arras. ICN has begun to purposely name products after technology and making the correlation to fabric. Along with providing the advance transport equipment and orchestration that defines the New World the first tie in that was made was called Jekard. In 1804, Joseph Jacquard created the loom, which simplified the process of manufacturing textiles with such

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complex patterns. The punch card was one of the first computing sources used in the form of controlling the sequence of operations that was considered an important step with computing hardware. This is how the concept began using the name Jekard for the New World. Another concept of manufacturing is Weft and Warped. Weft is the thread which is drawn through, inserted over-and under, the length. That correlation is used for our security products as that is what holds everything together. The Warp represents ICN's other services and it is the thread that holds everything together lengthwise. This concept of fabric being represented as a service that ICN provides to its customers is taken a step further to the marketing solutions in naming of products. The Spectra Security Suite was named after Spectra which is one of the strongest synthetic fibers in the world. That is a trait that ICN wants representative in our security products; the strong solution. Two products are underneath the Spectra Security Suite: One of those products is Aramid Firewall. Aramid is ICN's premier managed firewall service, Aramid fibers are heat resistant, strong synthetic fibers. The second product is BoronDDoS, Boron when added with carbon and cotton creates a bullet-proof fabric. The newest product suite that was previously mentioned, Arras covers ICN's other services. Arras is a tapestry that is a form of textile art, much like each of ICN's services to be intertwined to make a different fabric. Aracon HSI (High Speed Internet). Aracon is a high spring, light weight, super conductive fiber that is used to replace copper. ICN likens our internet service strong, high speed, light weight and getting the job done for the customer, super conductive. SantoroMVS Managed Voice Service (MVS) is ICN's voice product. Conceptual artist Alyce Santoro, created audible textile woven from cassette tapes. Other products currently listed under the Arras Services are: Technical Assistance Center (TAC). ICN's TAC team specializes in building infrastructure, cabling, racks, and mountings for ICN's customers. The second service under Arras is the Expert Consulting Strategies. For years, ICN has always provided consultation services to its customers on how to best deliver telecommunication services; however, the ICN is expanding on that emphasizing on other skill sets. Also, providing technology solutions and telecom support, outside plant design, and fiber management are quite a broad spectrum of services that would be provided under the Expert Consulting Strategies. The final service will be used for ICN's managed video conferencing services that have gone through proof of concept and now working on installation and DTAP process. Naming is part of that process.

COMMENTS:

Commissioner Lapointe: Are these terms and concepts proprietary and do they need to be trademarked?

Randy Goodard: Yes, they are trademarked. Jekard was the first to be trademarked and we are working with that to make sure that they are specific to our agency.

Added Note: Correction - The names have not been trademarked. ICN is beginning the process with the Secretary of State's Office.

Commissioner Lapointe: Good. Thank you.

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Chair Bruner: The telecom industry is famous for having their engineer's name the products, making it difficult for others to understand. I guess the ICN is more esoteric. Thank you very much Randy, great explanation. I believe that just shows that the ICN is just getting started with the whole process and improve our customer service.

- **ERC Event – Jessica Jensen**

The Employee Recognition Committee (ERC) Event is today from 11:30 pm – 3:00 pm at Birdland Park, Ding Darling. Lunch will be served at 11:30 am. Many of the activities will be outdoors and assistance from the ITTC Commissioners would be appreciated. The ERC Committee is looking forward to having the ITTC Commissioners as special guests. The ERC is made up of 4 members: Christina Ocheltree, Dana Richardson, Pearl Rohmiller, and Karen Alessio. The ERC plans Quarterly All Employee Enrichment Events and management present Years of Service awards. The ERC also assists in recognizing ICN employees in times of celebration, sorrow, and difficulty.

- **Adjournment:**

Commissioner Kohorst moved that the meeting be adjourned. The ITTC meeting adjourned at 11:13 a.m.

ATTESTED TO:

Richard Bruner, Chair, Iowa Telecommunications and Technology Commission

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